

Lacchiarella, July 15, 2019

To: all employees

Subject: Quality Policy

The guiding principle of the Milano Teleport S.r.l. corporate policy is to contribute to the development of civil Society through new technologies and new products and services in order to collaborate in the creation of a safe and sustainable Society.

The company's primary goal is to provide its customers with innovative products and services that are always tailored to their needs, delivering the best level of service and support available on the market and expanding its operations in a competitive market.

The Management believes that the Company's future depends on the following key factors:

- quality, reliability and innovation of products/services;
- understanding of customer needs and the ability to satisfy them;
- economic, financial and organizational skills;
- value of company resources and teamwork;
- observance of commitments;
- continuous optimization of internal processes.

To implement its quality policy, Management identifies specific values that promotes both inside and outside Milano Teleport S.r.l., in accordance with the strategies and goals of business growth and the satisfaction of all stakeholders:

1. Fulfilment of the expectations of Customers and stakeholders according to commitments.
2. Quick response and correction of any detected anomalies.
3. Staff training to carry out competence activities and quality principles.
4. Continuous improvement of business processes through planning, monitoring and measurement of the activities carried out.
5. Prevention and opposition to corruption in all its forms.
6. Safeguard of critical information in the Company's possession in order to protect any personal and confidential information entrusted to us by our Colleagues, Customers and Business Partners.
7. Commitment to implement fair and free competition, in full compliance with applicable laws and regulations.
8. Ongoing assessment of the risks associated with the activities carried out to identify new opportunities.
9. Promotion of safe and comfortable working conditions that respect every employee's rights.
10. Development of technologies that respect social and environmental requirements.
11. Refusal of any compromise regarding the quality and safety of the service provided.
12. Partnership consolidation with strategic Suppliers and Customers.
13. Costs optimization through business activities continuous review.

The Management assures the Company all the resources and support needed to achieve its goals and is committed to constantly monitor the achievement of these goals.


Umberto Gallo
CEO